

The 4th Annual California Children's
System of Care Model Evaluation Conference

Youth Services Survey for Families (N=264)

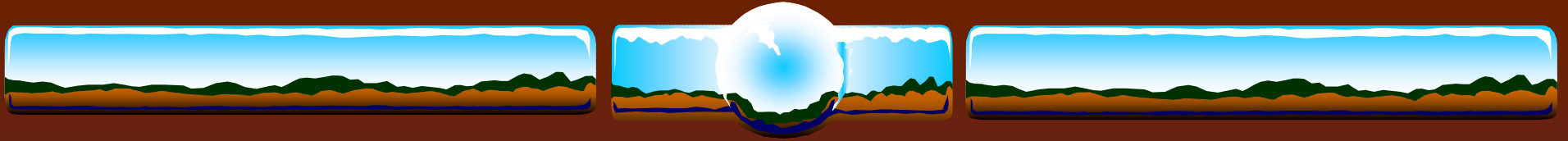
California State Department of Mental Health
Research and Performance Outcome Development Unit

October 2001



Access

	% Saying “Strongly Agree” or “Agree”	
Youth Services Survey for Families (YSS-F) Items	<u>Virginia</u>	<u>California</u>
9. The location of services was convenient for us.	92	83.8
10. Services were available at times that were convenient for us.	82.4	88.4



California

Descriptive Statistics:

Access

Descriptive Statistics

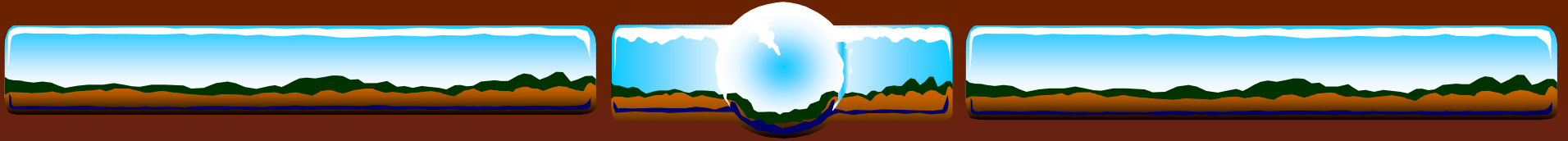
	N	Minimum	Maximum	Mean	Std. Deviation
Access	261	1.00	5.00	4.1015	.8471
Valid N (listwise)	261				

Grade: A



Cultural Sensitivity

Youth Services Survey for Families (YSS-F) Items	% Saying “Strongly Agree” or “Agree”	
	<u>Virginia</u>	<u>California</u>
15. Staff treated me with respect.	91.5	96.1
16. Staff understood my family’s cultural traditions.	79.9	82.9
17. Staff respected my family’s religions/spiritual beliefs.	82.2	81.8
18. Staff spoke with me in a way that I understood.	90.8	96.1
19. Staff were sensitive to my cultural/ethnic background.	77	88.1



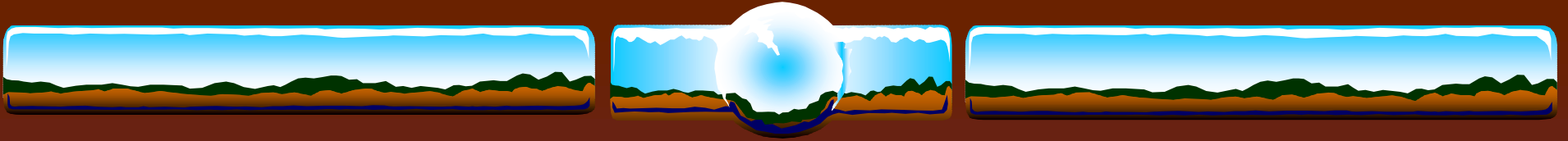
California

Descriptive Statistics: Cultural Sensitivity

Descriptive Statistics

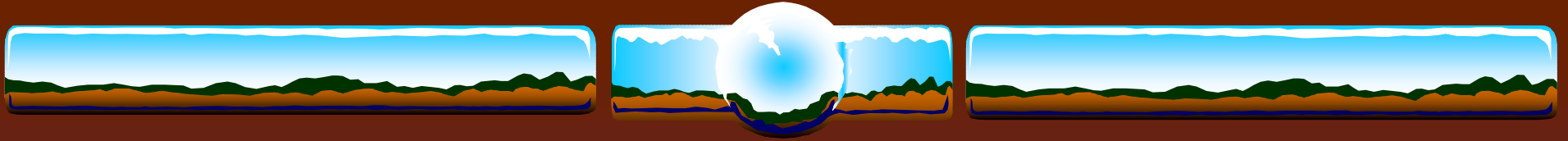
	N	Minimum	Maximum	Mean	Std. Deviation
Cultural Sensitivity (Appropriateness Subscale)	262	2.00	5.00	4.2440	.5708
Valid N (listwise)	262				

Grade: A



Family Involvement

	% Saying “Strongly Agree” or “Agree”	
Youth Services Survey for Families (YSS-F) Items	<u>Virginia</u>	<u>California</u>
2. I helped to choose my child’s services.	76.8	75.2
3. I helped to choose my child’s treatment goals.	73.4	85



California

Descriptive Statistics: Family Involvement

Descriptive Statistics

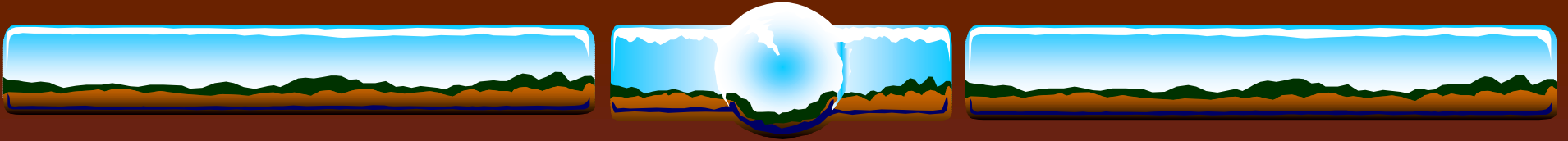
	N	Minimum	Maximum	Mean	Std. Deviation
Family Involvement (Appropriateness Subscale)	263	1.00	5.00	3.9512	.7729
Valid N (listwise)	263				

Grade: B



Outcome

	% Saying “Strongly Agree” or “Agree”	
Youth Services Survey for Families (YSS-F) Items	<u>Virginia</u>	<u>California</u>
21. My child is better at handling daily life.	53.4	66.9
22. My child gets along better with family members.	57.9	64.5
23. My child gets along better with friends and other people.	56.9	67
24. My child is doing better in school and/or work.	55	70.4
25. My child is better able to cope when things go wrong.	41.7	64.3
26. I am satisfied with our family life right now.	46.9	62.2



California

Descriptive Statistics: Outcome

Descriptive Statistics

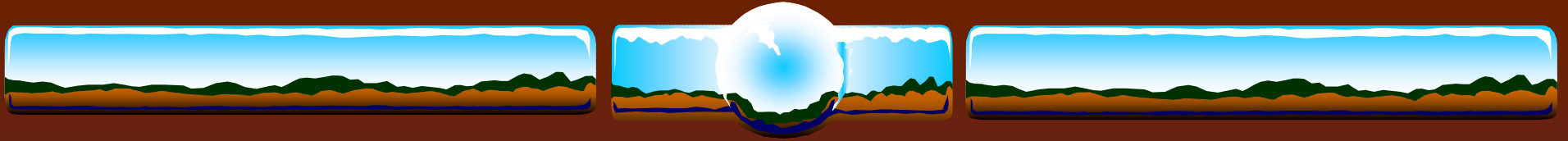
	N	Minimum	Maximum	Mean	Std. Deviation
Outcome	260	1.00	5.00	3.7415	.7780
Valid N (listwise)	260				

Grade: B



Provider Availability

	% Saying “Strongly Agree” or “Agree”	
Youth Services Survey for Families (YSS-F) Items	<u>Virginia</u>	<u>California</u>
4. The people helping my child stuck with us no matter what.	76.1	87.9
5. I felt my child had someone to talk to when he/she was troubled.	75.1	84.9
6. The people helping my child listened to what he/she had to say.	87.1	92.3



California

Descriptive Statistics: Provider Availability

Descriptive Statistics

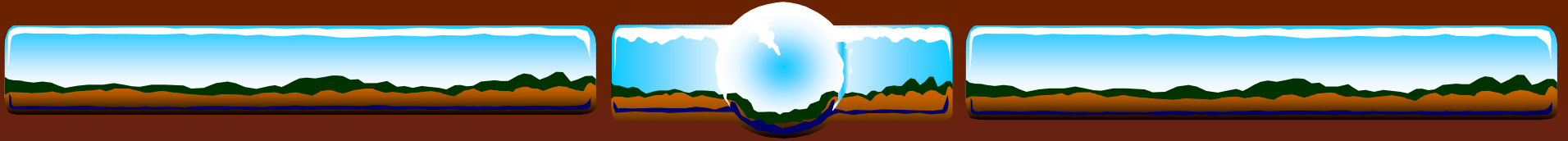
	N	Minimum	Maximum	Mean	Std. Deviation
Provider Availability (Appropriateness Subscale)	263	1.50	5.00	4.2193	.6447
Valid N (listwise)	263				

Grade: A



Satisfaction

	% Saying “Strongly Agree” or “Agree”	
Youth Services Survey for Families (YSS-F) Items	<u>Virginia</u>	<u>California</u>
1. Overall, I am satisfied with the services my child received.	77.3	90.7
8. The services my child and/or family received were right for us.	68.1	85.3
11. If I need services in the future, I would use these services again.	79.3	91.5
12. My family got the help we wanted for my child.	63.3	78.6
13. My family got as much help as we need for my child.	53.2	73.2



California

Descriptive Statistics: Satisfaction

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Satisfaction	264	1.00	5.00	4.1409	.6761
Valid N (listwise)	264				

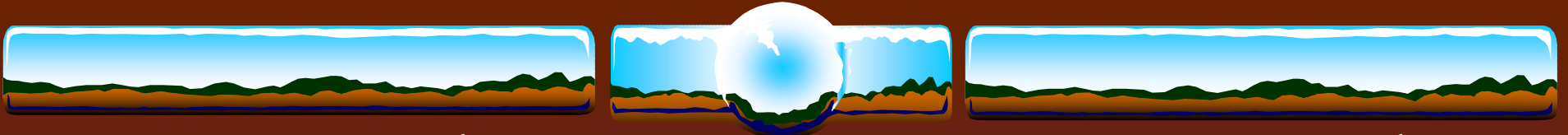
Grade: A



Miscellaneous

Youth Services Survey for Families (YSS-F) Items	% Saying “Strongly Agree” or “Agree”	
	<u>Virginia</u>	<u>California</u>
7. I was frequently involved in my child’s treatment.	83.4	82.1
14. My child and family’s needs determined my child’s treatment goals.	66.4	82
20. I felt we were discriminated against while trying to get services here.*	87.7	88.5

*Reversed scoring indicates % who did not feel discriminated against.



Items That Have Been Removed

- 6. The people helping my child listened to what he/she had to say (*Provider Availability*).
- 11. If I need services for my child in the future, I would use these services again (*Satisfaction*).
- 14. My child and family's needs determined my treatment goals.
- 16. Staff understood my family's cultural traditions (*Culture*).
- 20. I felt we were discriminated against while trying to get services.